

# Veeam Service Provider Console 5.0 Release Notes

This document provides last-minute information about Veeam Service Provider Console version 5.0, including system requirements and installation, as well as relevant information on technical support, documentation, online resources, and so on.

The release version of Veeam Service Provider Console 5.0 is available through Veeam Community Forums starting from February 11th, 2021.

## See next:

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# System Requirements

Unless otherwise stated, all 3<sup>rd</sup> party software must be at the latest update and/or patch level.

## Veeam Service Provider Console

### Hardware

- *CPU*: modern x64 processor (minimum 4 cores)
- *Memory*: 4 GB RAM (minimum), 8GB RAM (recommended)

### OS

Only the 64-bit version of the following operating system is supported:

- Microsoft Windows Server 2019
- Microsoft Windows Server 2016
- Microsoft Windows Server 2012 R2
- Microsoft Windows Server 2012
- Microsoft Windows Server 2008 R2 SP1
- Microsoft Windows 10 (version 1803 or later)
- Microsoft Windows 8.x
- Microsoft Windows 7 SP1

### NOTE:

You cannot install Veeam Service Provider Console on a machine running Microsoft Windows Server Core.

### Software

- Microsoft SQL Server 2019/2017/2016/2014/2012 (SQL Server Express 2012 SP4 and SQL Server Express 2016 SP2 are included in the setup)
- Microsoft SQL Server 2012 Native Client (included in the setup)
- Microsoft SQL Server 2014 System CLR Types (included in the setup)
- Microsoft .NET Framework 4.7.2 (included in the setup)
- Microsoft Internet Information Services (IIS) 7.0 or later
- Windows Installer 5.0
- Microsoft PowerShell 5.0 or later
- Microsoft Edge (latest version), Mozilla Firefox (latest version), Google Chrome (latest version)
- Microsoft Report Viewer 2015 (included in the setup)
- PDF viewer for viewing reports

## Veeam Cloud Connect

### Platforms

- Veeam Backup & Replication
- VMware vCloud Director

### Software

- Microsoft PowerShell 5.0 or later

## Infrastructure

- Veeam Backup & Replication 11 (recommended)
- Veeam Backup & Replication 10 or later build (compatible)
- Veeam Backup & Replication 9.5 Update 4 or later build (compatible)
- VMware vCloud Director 10.x (up to 10.2)
- VMware vCloud Director 9.7
- VMware vCloud Director 9.5

## Plug-ins

### Platforms

- ConnectWise Automate
- ConnectWise Manage
- Grafana

### Infrastructure

- ConnectWise Automate 20 or later
- ConnectWise Manage 2020.1 or later
- Grafana 6.5 or later

## Veeam Management Agents

Machines running Veeam Service Provider Console management agents must meet the following requirements:

### Hardware

- *CPU*: x86-64 processor architecture
- *Memory*: 2 GB RAM

### Windows OS

Both 64-bit and 32-bit (where applicable) versions of the following operating systems are supported except Server Core installations for server OS:

- Microsoft Windows Server 2019
- Microsoft Windows Server 2016
- Microsoft Windows Server 2012 R2
- Microsoft Windows Server 2012
- Microsoft Windows Server 2008 R2 SP1
- Microsoft Windows 10 (version 1803 and later)
- Microsoft Windows 8.x
- Microsoft Windows 7 SP1

### Linux OS

Linux kernel 2.6.32 – 5.7.7.

Both 64-bit and 32-bit (where applicable) versions of the following operating systems are supported:

- Debian 9.0 – 10.5
- Ubuntu 14.04, 16.04, 18.04, 20.04\*, 20.10\*
- RHEL 6.0 – 8.3

- CentOS 7.0 – 8.3
- Oracle Linux 6 – 8.3
- Oracle Linux 6 (starting from UEK R1) – Oracle Linux 8.3 (up to UEK R6)
- SLES 12 SP2 – 15 SP2
- SLES for SAP 12 SP2 – 15 SP2
- Fedora 32
- openSUSE Leap 15.2
- openSUSE Tumbleweed

\* As long as you use kernels supplied by your distribution. Consider the following limitations:

- Fedora is supported up to kernel 5.7.7, inclusive.
- openSUSE Tumbleweed is supported up to kernel 5.7.7, inclusive.
- Linux kernel 2.6.32-754.6.3 in RHEL and Oracle Linux (RHCK) is not supported.
- Ubuntu 20.04 and 20.10 with kernel version 5.8 or later support file-level backup mode only.

#### macOS

- version 10.13 or later (macOS 10.13 High Sierra - macOS 11 Big Sur)

#### Hardware

- Intel-based CPUs
- ARM-based CPUs (experimental support via Rosetta emulator)

#### Software

- Microsoft .NET Framework 4.6 or later (Windows computers)

#### Network

- 32 kbit/s when managing Veeam Agent *for Microsoft Windows*, Veeam Agent *for Linux*, Veeam Agent *for MAC*
- 64 kbit/s when managing Veeam Backup & Replication

## Managed Computers

Veeam Service Provider Console can manage the following Veeam products:

#### Platforms

- Veeam Agent for Microsoft Windows 5.0
- Veeam Agent for Microsoft Windows 4.0 (compatible)
- Veeam Agent for Linux 5.0
- Veeam Agent for Mac 1.0
- Veeam Backup & Replication 11
- Veeam Backup & Replication 10.x
- Veeam Backup & Replication 9.5 Update 4a or later (compatible)
- Veeam Backup for AWS 3.0 (compatible) via Veeam Backup & Replication plug-in
- Veeam Backup for AWS 2.0 via Veeam Backup & Replication plug-in
- Veeam Backup for Azure 2.0 via Veeam Backup & Replication plug-in

## Software

- Veeam Management Agent

## Network

For remote network discovery rules based on the IP range option, discovered computers must have the following firewall rules enabled:

- File and Printer Sharing (SMB-In), TCP port 445.
- Windows Management Instrumentation (WMI-In).
- Remote Scheduled Tasks Management (RPC and RPC-EPMAP). Incoming. TCP, RPC Dynamic Ports firewall rule.
- TCP port 6180 (required for establishing the connection with cloud gateways).
- TCP port 22 (required for establishing the SSH connection with computers running Linux OS).

# Sizing and Deployment Recommendations

Check the [Deployment Guide](#) document for achieving maximum performance of Veeam Service Provider Console in large-scale distributed environments.

The recommended deployment configuration can be equally used for POC deployments and deployments in production.

# Installing Veeam Service Provider Console

To install Veeam Service Provider Console server and Web UI:

1. Download the latest version of Veeam Service Provider Console ISO from <https://www.veeam.com/availability-console.html>.
2. Mount the product ISO and use autorun or run the *Setup.exe* file.

Follow the installation procedure as described in [Veeam Service Provider Console Deployment Guide](#).

# Uninstalling Veeam Service Provider Console

1. From the **Start** menu, select **Control Panel > Add or Remove Programs**.
2. In the programs list, select Veeam Service Provider Console and its components and click the **Remove** button.

For details on the uninstallation procedure, see [Veeam Service Provider Console Deployment Guide](#), section *Uninstalling Veeam Service Provider Console*.



# Upgrading Veeam Service Provider Console

Veeam Service Provider Console version 5.0 supports automated in-place upgrade from version 4.0 that preserves all product settings and configuration.

Upgrade checklist:

1. Make sure all active Veeam Service Provider Console web UI sessions are closed before starting the update procedure.
2. Perform a backup of the SQL Server configuration database used by Veeam Service Provider Console, so that you can quickly go back to the previous version in case of issues with the update.

For a step-by-step update procedure, see [Veeam Service Provider Console Deployment Guide](#), section *Updating Veeam Service Provider Console*.

## NOTE:

If you are running Veeam Service Provider Console 3.X and would like to upgrade your installation to version 5.0, please follow these steps:

1. Upgrade your Veeam Service Provider Console server to version 4.0.
2. Update all management agents to version 4.0. The update procedure is initiated automatically upon the VSPC server upgrade.
3. Make sure all management agents are updated, and only then upgrade your VSPC server to version 5.0.
4. If you were using discovery rules to deploy backup agents, rerun these rules after upgrading your server to version 5.0. This will allow you to upgrade your Veeam backup agents to the latest version.

# Known Issues in Veeam Service Provider Console

## General

- Special characters are not supported in user login names.
- Selecting multiple data rows via *Shift+Click* operation is not supported.
- Logging in to the VSPC web site with domain user credentials is not supported when there is a managed company with the same name as the user's domain.
- SQL Server using case sensitive collation is not supported.
- Renaming tenant and company name in the VSCP at the same time will disconnect Linux and Mac management agents from the portal. To resolve it, reconfigure connection settings for all management agents manually.

## Security

- When updating a self-signed security certificate for the Veeam Service Provider Console server, you must manually reaccept the connection on all management agents. To resolve this, use trusted security certificates only.
- When using a self-signed security certificate for registered SMTP servers with the **Use secure connection** option enabled, you must validate the security certificate manually. To do this, enter the certificate's thumbprint in the registry hive (provided by the Veeam Customer Technical Support team) on the VSPC server.

## Migration

- After migrating a Veeam Service Provider Console database to a new server, you must reconfigure the portal web address on the **Configuration -> Portal Branding** tab.

## Client Management

- If you change the tenant or sub-tenant password using the Veeam Cloud Connect console, the management agent connection settings will not be updated with the new settings. You must reconfigure all agents manually. To work around this, update the tenant password using the Veeam Service Provider Console web UI. After you change the tenant name on the Cloud Connect server, all backup jobs targeted to a cloud repository will start a new backup chain.

## Veeam Agent *for Microsoft Windows* Integration

- Agent deployed using 3rd party applications is removed from all views after revoking the agent's license key or uninstalling the agent. To start managing this agent again, reinstall the management agent on the remote computer and register it in the backup portal.
- After enabling or disabling usage of wake-up timers in the Veeam Agent settings, the target computer must be restarted to apply these changes.
- Changes in the backup agent settings may be displayed in VSPC web UI with a delay. This is caused by the scheduling settings of the data collection task.
- Job status of running backup jobs targeted to a cloud repository is not updated when all cloud gateways are disabled or unreachable.
- Changing tenant name under which backup agent is sending backups to a cloud repository or destination target leads to losing information about available restore points stored in the repository.

- To back up Microsoft SQL Server/Oracle transaction logs with a periodic schedule, version 5 of the backup agent must be used.
- If you configure a backup job with excluded volumes using the VSPC web UI and then edit this job using Veeam Agent UI (running in the Full Admin Access mode), the excluded volumes selection will be discarded. To resolve that, reapply the backup policy in the VSPC web UI or run Veeam Agents in the Read-only UI mode.
- Backup jobs that fail without any attempt to process the data (at the beginning of the processing cycle) are displayed in the running state in the VSPC UI until full data collection is performed for a backup agent.

## Veeam Agent *for Linux* Integration

- To successfully install the backup agent, make sure all required prerequisites are already installed. Otherwise, the backup agent deployment process will fail.

## Veeam Agent *for Mac* Integration

- Agents that are managed by Veeam Backup & Replication servers synchronize data once a day. To resolve this, manage these backup agents with Veeam Service Provider Console.

## Veeam Backup *for AWS* and Veeam Backup *for Microsoft Azure* Integration

- Information about available backup restore points is synchronized once a day. To refresh data more frequently, initiate the external repository rescan procedure manually using the Veeam Backup & Replication console.
- Data about restore points and backup size for VM instances will be missing if the external repository was created after the plug-in had been registered in Veeam Backup & Replication. To resolve that, reregister the plug-in on the Veeam Backup & Replication server.

## Veeam Cloud Connect Integration

- Deleting backup restore points manually from a cloud repository leads to incorrect quota reporting. There is no workaround to this until the next update of Veeam Backup & Replication.
- Deleting backups from a cloud repository is not supported for renamed tenants. Backups that belonged to a tenant before the renaming are not deleted. To resolve this, delete these backup files manually.

## Veeam Backup & Replication Integration

- Remote server patching is only available for components installed locally with the Veeam Backup & Replication. To patch the remote components (such as remote proxy servers or repositories), install the required hotfixes manually.

## VMware vCloud Director Integration

- After applying a cloud backup policy using vCloud Director tenants or sub-tenants, the user must specify tenant or sub-tenant credentials to start using a job.

## Backup Policies

- A service provider cannot assign backup policies created by the managed client. To resolve that, the service provider needs to copy this backup policy first.

## Management Agent

- Migrating management agents between companies is not supported. To start managing a computer from a new company, reinstall the management agent.
- The management agent does not support connection through client proxy servers.
- If a master management agent uses custom user credentials to discover remote computers and to install Veeam Agent for Microsoft Windows, then after management agent failover operation (switching to the new management agent), custom credentials must be reapplied to the new master management agent.
- When changing tenant or sub-tenant password, make sure that all management agents using this tenant account are up-to-date, otherwise, the password will not be applied.
- The management agent will not collect any data when it is installed on a backup server manually without enabling the **Allow this Veeam Backup & Replication installation to be managed by the service provider** check box. To resolve this issue, enable the remote management check box in the Service Provider wizard on the backup server and restart the management agent service.
- The management agent may report a warning message that the backup portal security certificate has changed, even if it was not. To resolve this, connect the management agent to the backup portal in the same format as specified in the VSPC backup portal security certificate.

## Remote Computer Discovery

- Users with administrator privileges on the remote computer must be used for computer discovery. Usage of other accounts will cause discovery rule failure.
- Microsoft Active Directory discovery process may take a considerable time for domains with a large number of objects.
- The Discovery of cloned machines with the same Bios UUID may fail. It is recommended to change Bios UUIDs for cloned machines before running discovery.

## Alarms and Notifications

- Due to data collection engine scheduling, time stamps for triggered alarms might differ from the time of actual events.
- "VM without backup" alarm is not triggered for VMs contained in jobs that do not have any successful job sessions for the past period.
- Summary email notification setting is now global and cannot be selectively chosen for either discovery rules or alarms.

## Monitoring and Reporting

- If you decrease the available cloud repository quota for the company using Veeam Backup & Replication console, cloud repository quotas for managed locations will not be decreased. To resolve that, use the VSPC web UI to change quotas.
- When you start a File to Tape job twice, the job state will be reported as failed until the first job run is complete. Some jobs collected from the managed Veeam Backup & Replication servers for the first time might show "-" as their job status. To resolve that, rerun the jobs and wait until the new data collection is complete.
- Overview dashboard will report agent backups transferred with a backup copy job of an unmanaged backup server to a cloud repository as local backups. To resolve this, install a management agent to that backup server.

- Protected data view will have incomplete data for backup agents and Veeam Backup & Replication servers that are not running the latest version.
- Backup copy jobs with a periodic schedule display only the previous job session state. Idle sessions are not reported.
- Workloads with a job targeted to a cloud repository are reported as having a cloud copy (even if the restore point was deleted).
- Information about jobs and restore points for Agents managed by Veeam Backup & Replication is based on the Agent time zone.
- Data on the **Jobs Overview** dashboard will be populated with new sessions that are collected after the upgrade. Historical data from previous versions is not displayed.

## Billing

- Hardware plans with unlimited RAM resources are excluded from the quota usage dashboard.
- Rejected computers are ignored in the billing reports.
- Billing reports stop tracking backups created by Veeam Agent *for Microsoft Windows* pointed to the cloud repository if the target for the backup job is changed from a cloud repository to a non-cloud repository.
- Billing dashboard of the service provider will show incorrect data if the service provider and a reseller are using different currencies in subscription plans.
- Used Storage Quota reports incorrect data when GFS restore point is removed manually.
- Data Transfer Out metric is not calculated for VM replicas from a backup server that Veeam Service Provider Console does not manage.
- A subscription plan created by a reseller will not be preserved in the managed company configuration if this company is removed from the reseller. To resolve this, please assign a new subscription plan manually.
- Computers that were added to protection groups in Veeam Backup & Replication and never had successful job runs are treated as servers in invoices and billing data.
- Windows and Linux backup agents (with a version lower than v5) managed by Veeam Backup & Replication are treated as workstations in the quota usage and billing reports. To resolve this, please upgrade your backup agents to the most recent version.
- Data for the Deleted Backups Recycle Bin counter is only available for Veeam Backup & Replication v10a and later.
- Total sums on the widgets will display incorrect values if subscription plans with different currencies are used within the same VSPC server.

## Reseller Role

- When Cloud Connect is migrated to another server, all companies and resources hosted on that server and are managed by a reseller will be removed from that reseller. To resolve this, please readd these companies to the reseller manually.

## Licensing and Usage Reporting

- Backup servers deleted during a reporting month are not tracked in the usage reports and license usage statistics. To resolve that, calculate usage for these servers manually.

- Usage reports collected from Veeam Backup & Replication servers running versions lower than v10 cannot be remotely approved, even if a backup server was upgraded during the reporting interval (from 1<sup>st</sup> till 10<sup>th</sup> day of the month). To resolve that, make sure all usage reports are collected from Veeam backup servers that support remote report approval.

## ConnectWise Manage Plug-in

- Companies with the "Not Approved" or "Credit Hold" states are not displayed in the plug-in UI.
- Subscription plan selection cannot be saved until at least one product is mapped or created in the ConnectWise Manage product catalog.
- ConnectWise Manage tickets created based on the "Computer without backup" and "VM without backup" alarms contain the missed RPO information as of the time when the alarm threshold was breached. To see the actual data of the missed RPO event, please use the VSPC web UI.
- The default data synchronization interval between Veeam Service Provider Console and plug-in for ConnectWise Manage is 5 minutes. This affects all configuration settings, including SMTP server configuration. To change this interval, please contact the Veeam Customer Technical Support team.

## ConnectWise Automate Plug-in

- Companies created in the ConnectWise Automate Control Center fail to apply cloud backup policies to managed backup agents. To resolve it, add cloud repository resources to newly created companies using Veeam Service Provider Console UI.
- If you change the VSPC web UI security certificate to an untrusted certificate, the connection from the plug-in to the VSPC server will fail. To resolve this, reconnect the plug-in manually in the plug-in configuration settings.
- Activation status, agent version, location settings, and other properties for the backup agent are updated only by the synchronization task scheduled to run periodically.
- After activating a retired company in the Automate Control Center, click the **Resend Everything** button to populate the Veeam Service Provider Console plug-in with new data.
- Backup agents moved between different companies in the Control Center must be reactivated in the Veeam Service Provider Console. Otherwise, company mapping will be incorrect.
- To complete the deletion of the Veeam Service Provider Console plug-in, all Control Centers must be relaunched.
- Computers with operating systems unsupported by Veeam backup agent are not displayed in the Control Center plug-in UI.
- When using Veeam Service Provider Console v5 and the ConnectWise Automate plug-in v4, backup agents will be deployed to the computers not running the management agent v5 without the selected backup policy. To resolve this, deploy the management agent v5 and apply the backup policy manually.

## Upgrade

- The size of the SQL Server transaction log may grow dramatically after the upgrade. To resolve this, shrink the transaction logs manually using the Microsoft SQL Server Management Studio built-in functionality.
- After the update, all objects in the `/computers` resource in the VSPC REST API will receive new IDs. If you are using these objects in the integration, re-query these objects to get the list of new IDs.
- Cloud Connect servers must be switched to the maintenance mode before starting an upgrade procedure. Otherwise, Veeam Service Provider Console will collect inconsistent data from these servers.

- The predefined group of portal administrators is enabled by default regardless of the previous condition.
- Upgrade is not supported when the Veeam Service Provider Console configuration database and the SQL Server Instance hosting its database have different collation settings.
- All management agents will report inaccessible state during the upgrade until agents deployed on Veeam Cloud Connect servers are upgraded.
- During upgrade of management agents, information about backed up items and restore points for Veeam agents managed by Veeam Backup & Replication will be missing on the Protected Data page.
- After the upgrade, Managed Service counter in the Revenue by Service Type widget will have incorrect data for the past month if managed companies have multiple locations.
- All non-default database indexes are discarded after the upgrade.

## REST APIs

- File to tape jobs are only returned for Veeam Backup & Replication v10 and later when using this endpoint: */infrastructure/backupServers/jobs/fileTapeJobs/objects*
- Methods in REST API v2 do not support *response/parameter content-type application/XML*. To resolve this, use REST API v3.1
- REST API v2 endpoints do not return valid data for Veeam Agent for Linux and Veeam Agent for Mac. To resolve that, use REST API v3.1.

# Licensing

To start using Veeam Service Provider Console, you must first obtain a Veeam Universal License and deploy Veeam Cloud Connect infrastructure.

- For VCSP users, you may use an existing Veeam Cloud Connect infrastructure. If you do not yet have Veeam Cloud Connect installed, a free 1 Instance license has been made available to all partners on the License Management Portal ([my.veeam.com](https://my.veeam.com)).
- For Enterprise users, you may use an existing Veeam Cloud Connect infrastructure. If you do not yet have Veeam Cloud Connect installed, contact your Veeam representative.

Then, deploy Veeam Service Provider Console and install the same license that is used for the Veeam Cloud Connect infrastructure.

## Managing Veeam Backup & Replication

To manage Veeam Backup & Replication, enable the remote management check box on the client backup server. The client backup server may be licensed with any Veeam key (Subscription, Perpetual or Rental) with any paid Edition enabled.

### NOTE:

You cannot use Veeam Service Provider Console to manage Veeam Backup & Replication Community Edition.

## Managing standalone Veeam Agent *for Microsoft Windows*, Veeam Agent *for Linux* and Veeam Agent *for Mac*

You can use Veeam Service Provider Console as a management portal for Veeam Agent *for Microsoft Windows*, instead of using Veeam Backup & Replication.

Install any VCSP Rental Veeam Instance License with the desired number of Instances (matching to the number of Servers and Workstations under management). A VCSP Rental license can be obtained from Veeam Sales.

## Managing Veeam Cloud Connect Only

To manage Veeam Cloud Connect servers, add them to the Veeam Service Provider Console. Licensing for this scenario is covered by your initial deployment.

For more information about using Veeam Service Provider Console to manage VCSP Rental licenses and usage reports, see the [VCSP Rental Usage Reporting Guide](#).



# Technical Documentation References

If you have any questions about Veeam Service Provider Console, you may use the following resources:

- Product web page: <https://www.veeam.com/availability-console.html>
- User guides: <https://www.veeam.com/documentation-guides-datasheets.html>
- Veeam Cloud & Service Provider (VCSP) private community forum (registration is required): <https://forums.veeam.com/veeam-cloud-service-providers-forum-f34>

To view the product help, press the **F1** key or select **Help > Online Help** from the main menu.

## Technical Support

We offer email and phone technical support for customers on maintenance and during the official evaluation period. For a better experience, please provide the following when contacting our technical support:

- Version information for the product and all infrastructure components.
- Error message and/or accurate description of the problem you are having.
- Log files.

To submit your support ticket or obtain additional information, please visit [www.veeam.com/support.html](http://www.veeam.com/support.html).

### TIP:

**BEFORE CONTACTING TECHNICAL SUPPORT, CONSIDER SEARCHING FOR A RESOLUTION ON VEEAM COMMUNITY FORUMS AT [www.veeam.com/forums](http://www.veeam.com/forums).**

# Contacting Veeam Software

At Veeam Software we pay close attention to comments from our customers. It is important to us not only to quickly help you with your technical support issues — we make it our mission to listen to your input, and to build our products with your suggestions in mind.

Should you have a Customer Support issue or question, please feel free to contact us. We have qualified technical and customer support staff available 24 hours a day, 7 days a week who will help you with any inquiry that you may have.

## Customer Support

For the most up to date information about our support practices, business hours and contact details, please visit [www.veeam.com/support.html](http://www.veeam.com/support.html). You can also use this page to submit a support ticket and download the support policy guide.

## Company Contacts

For the most up to date information about company contacts and offices location, please visit [www.veeam.com/contacts](http://www.veeam.com/contacts).